

**Iowa Department of Human Services**  
**CHILD CARE CENTER COMPLAINT**

<b>Name of Center:</b> Glenwood Head Start Preschool		<b>Enrollment:</b> 27	<b>License ID:</b> 4165000001
<b>Street:</b> 103 Central	<b>City:</b> Glenwood	IA <b>Zip Code:</b> 51534	<b>County:</b> Mills
<b>Mailing Address:</b> P.O. Box 709			
<b>Mailing City:</b> Harlan		IA <b>Zip Code:</b> 51537	
<b>Director's Name:</b> Penny Lingle		<b>Center Phone Number:</b> 712-527-2023	
<b>On-Site Supervisors:</b> Lesley Eggert		<b>E-Mail Address:</b> jmcdonald@wccaheadstart.org	

**Date of Complaint:** 10/31/2013

**Date of Visit:** 11/5/2013

☐ Scheduled      ☒ Unannounced      ☐ NA

☐ Non-Compliance with Regulations Found      ☒ Compliance with Regulations Found      ☐ NA

## RECOMMENDATION FOR LICENSE

**[X] NO CHANGES** to licensing status recommended

[ ] **PROVISIONAL** license from \_\_\_\_\_ to \_\_\_\_\_

**[ ] SUSPENSION of License**

## [ ] **REVOCATION of License**

**Summary of Complaint:**

Informant states that Lesley Eggert spanked a child and that other children told their parents that a classmate was spanked.

**Licensing Rules Relevant to the Complaint:**

109.12(2) Discipline does not allow -- corporal punishment; punishment that causes humiliation, fear, pain or discomfort; locking children in an area or using mechanical restraints; associating with illness, toilet training, food or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family.

### **Inspection Findings:**

I made an unannounced visit to Glenwood Head Start. I met with Lesley Eggert and discussed the complaint. I also talked with Tara, the Education Support Specialist. Lesley said she has never spanked a child. She said that staff have talked with their director Penny Lingle about this complaint. Lesley said they are working with this particular child and the family. Amy from AJ counseling came into the center today to observe and will be working with the child. This particular child has some behavior issues and has hit and kicked staff. The child in question has also tried to hit other children.

Staff stated that they have restructured the classroom and give the child jobs throughout the day.

I did observe the child in question during my visit. The child was very disruptive to the class, the child was yelling, running around the room and not listening or following the rules or expectations of the classroom. Staff were very responsive to the child.

Seventeen children and three staff were present during my visit.

**Special Notes and Action Required:**

Lesley states she has never spanked a child. A couple children in this program were observed to have very challenging behaviors. The behaviors were disruptive i.e. yelling, running, not listening or following directions and need to be monitored at all times to prevent harm to the other children. Staff have been hit and kicked. Staff report that they have restructured the room to work with the child in question. They have developed a plan involving resources such as Amy from AJ Counseling. I would also recommend that you work with the family to make a referral to Area Education Agency.

**Consultant's Signature:**

**Date:**

01/28/2014

A handwritten signature in black ink, appearing to read "Holly D. Gandy". The signature is written in a cursive, somewhat stylized font.